

FIG. 1 is a block diagram of a system architecture. The system includes a server (102) connected to a database (104). The server (102) is also connected to a network (110). The network (110) is connected to two client computers (108 and 106).

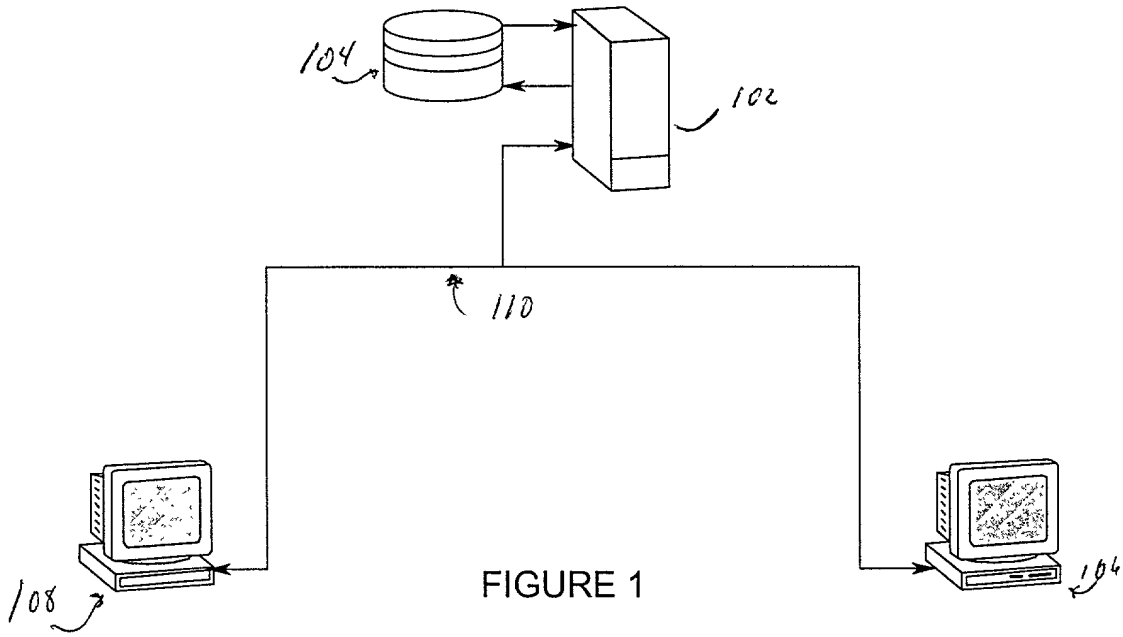


FIGURE 1

**eTrak Towing Management System - Call Worksheet**

File Edit

Call#: ALGT Date: 05-26-1999 Tow Date: 05-26-1999 Tick#: 3456 Ref#: 9901010006 PON: 56784 Inv#: 456789

**General**

Account: BOBS CHEVROLET  
 Caller Name: BERRY  
 Call Back: (000)-000-0000 Ext: 0000  
 Reason: IMPOUND FLATBED

**Vehicle**

Year: 1989 Color: BLACK  
 Make: ACURA  
 Model: INTEGRA Body: 2DR  
 Licence: 2MLK629 State: CA  
 Vin: 2867362782  
 Odometer: 50987

**Motor Club**

Name: AAA  
 Mem#: 34895763  
 Exp. Date: 01-01-2002  
 Prog/Lev:  
 Cost Limit: 225  
 Mlg Limit: 175  
 Mlg Rate: 1.25  
 Auth. #: A2938

**Owner/Interested Parties**

Bill To:  
 Name: BOB BOBSON  
 Address: 567 LUPITA  
 City: LAGUNA HILLS  
 State: CA Zip: 92922  
 Phone: (000)-000-0000 Ext: 0000

**Location**

Address: 5678 ASH  
 Cross Street: 5TH AND ASH  
 Landmark: LIBRARY  
 City: LAGUNA HILLS  
 State: CA Zip: 92922  
☒ Driver w/car

**Destination**

Name: BOBS CHEVY LOT  
 Address: 465 THORN ST  
 City: LAGUNA HILLS  
 State: CA Zip: 92922

**Times/Mileage**

Date	Time	Date	Odometer
Call Taken			
Dispatched	17:54	05-26-1999	25400
Accepted	17:55	05-26-1999	25401
En Route	17:56	05-26-1999	25404
On Scene	18:09	05-26-1999	25404
Loaded	18:10	05-26-1999	25404
In Tow	18:20	05-26-1999	25405
At Destination	18:30	05-26-1999	25405
Complete	18:35	05-26-1999	25405

**Driver/Truck**

Driver: BRUCE Truck: FBI  
 Add Driver Delete

**Notes**

DRIVER WAS DELAYED 5 MINUTES DUE TO TRAFFIC  
 OFFICER ANDERSON COMPLAINED ABOUT LATE TRUCK ARRIVAL

Status: CALL TAKEN

Est. Cost: 65.00  
 Priority: 10/15 MINUTES  
 Min.: 15 Time: 18:09:00 Date: 05-26-1999  
 ETA

Log Storage Lien Sale Invoice Search Save

Fig. 2

200

General

Account:	BOBS CHEVROLET
Caller Name:	BERRY
Call Back:	(000)-000-0000
Reason:	IMPOUND
	FLATBED

Fig. 3

Vehicle

Year:	1989	Color:	BLACK	HQ
Make:	ACURA			
Model:	INTEGRA	Body:	2DR	
Licence:	2MLK629	State:	CA	
Vin:	2867362782			
Odometer:	50987			

Fig. 4

Location

Address:	5678 ASH	MAP
Cross Street:	5TH AND ASH	
Landmark:	LIBRARY	
City:	LAGUNA HILLS	
State:	CA	Zip: 92922
<input checked="" type="checkbox"/> Driver w/car		

Fig. 5

Destination

Name:	BOBS CHEVY LOT	MAP
Address:	465 THORN ST	
City:	LAGUNA HILLS	
State:	CA	Zip: 92922

Fig. 6

Owner/Interested Parties

Bill To: 802

Name: BOB BOBSON 804

Address: 567 LUPITA 806

City: LAGUNA HILLS 808

State: CA 810 Zip: 92922 812

Phone: (000)-000-0000 816 Ext: 0000

Notes 818

DRIVER WAS DELAYED 5 MINUTES DUE TO TRAFFIC

OFFICER ANDERSON COMPLAINED ABOUT LATE TRUCK ARRIVAL

Status: CALL TAKEN 820

Motor Club

Name: AAA 702

Mem#: 34895763 704

Exp. Date: 01-01-2002 706

Prog/Lev: 708

Cost Limit: 225 710

Mlg Limit: 175 712

Mlg Rate: 1.25 714

Auth.#: A2938 716

Fig. 7

Fig. 8

900

Lien Type: 30 day 902

Value: 3000 904

Sent Notice To: 908

☒ Primary Owner 932

☐ Lienholder 934

☐ Interested Party 1 936

☐ Interested Party 2 938

Generate Lien Notice 940

Lien Dates

Lien Sale Start: 05-26-1999 924

DMV Requested: 05-26-1999 926

DMV Received: 05-26-1999 928

Lien Notice Sent: 05-26-1999 930

Clear Date: 05-26-1999

Sale Date: 05-26-1999

Sold To: BT 910

Sale Price: 2500 912

Comments:

EXCESS DUE GOES TO PD

CAR IN GOOD CONDITION

SMALL DENT IN LEFT REAR BUMPER

Lien Sale 220

Fig. 9

1002

Service Desc	Driver	Qty	Price	Amount
CAR STORAGE	Bruce	1	660	660

1004

1006

1008

1010

1012

New Service

1014

Delete Service

Bill To: BOB BOBSON 802

Amount Total: 660.00 1016

Tax: 0 1018

Discount: 0.00 1020

Grand Total: 660 1022

Credit Card Details:

Type: MASTERCARD 1034

Card#: 000-0000-0000 1036

ExpDate: 01-31-2001 1038

Name OC: BOB BOBSON 1040

Auth#: 3948776 1042

Appr. Amt: 160 1044

Check Details:

Check#: 3457657 1046

Auth#: 3457657 1048

Appr. Amt: 500 1050

Cash: 500 1024

Credit Card: 1500 1026

Check: 500 1028

Payment Total: 2500 1030

Balance: -1840 1032

Unpost Invoice 1052

Post Invoice 1054

Split Billing 1056

Invoice 222

Fig. 10

1200

Police Information

Officer Name: PEPPER ANDERSON

Badge #: 456

Case ID: 3987F

Beat: B12

☒ Stolen Vehicle

Citations:

☒ Citation Limit Exceeded

Cit. Amount: 500

Release Doc: 940396

Officer Remark:

VEHICLE OWNER WAS RUDE

Close Police Information

Police Information ☒ Private Property Impound

Police Hold ☐ Notify Police of P.P.I.

Storage

Fig. 12

1100

Time In: 04-28-1999 08:54

Lot Name: LOT 1

Lot Section: SECTION 1

Key Tag#: 8955

Time Out: 05-31-1999 11:00

Total: 33 days and 3.0 hours

Amount Due: 660.00

Vehicle Contents:

TRASH, CONTRABAND & PIPE

Vehicle Condition:

GOOD, BUT SMELLED LIKE MARIJUANA

Police Information ☒ Private Property Impound

Police Hold ☐ Notify Police of P.P.I.

Storage

Fig. 11

Fig. 14

Fig. 13

1500



1502 →

1506

1508

1510

1512

1514

1516

Vehicle		Call	
License:	2MLK629	Ref#:	9901010006
Vin:	2867362782	Account:	BOBS CHEVROLE
Year:	1989	StartDate:	05-28-1999
Make:	CHEVROLET	EndDate:	05-28-1999
Model:	CITATION	P.O.#	56784
Color:	BLACK	Search	

1518

1520

1522

1524

1526

1528

1504 →

Call#	Color	Make	Inc. Location	Statu	△
04140011	BLU	DODG	3737 BIRCH STREET	COMP	
04140003		DODG	3839 LOGAN ST.EET	COMP	
04140008	BLA	FORD	3876 PECAN STREET	COMP	
04140009	BRO	FORD	378 15TH STREET	COMP	
04140345	BRO	GMC	589 LISBON AVE.	CALL	
04142234	BRO	INFI	553 YORBA LINDA DRIVE	COMP	
04140556	WHI	INFI	456 FULTON	COMP	
04140033	WHI	INFI	W7TH/151ST	COMP	
04140223	GRE	INFI	1090 ROADWAY	STOR	
04140991	BLU	MERC	4232 PECAN STREET	COMP	
04140889	BLK	MERC	3737 BIRCH STREET	COMP	
04140445	RED	MERC	89TH ST OFF RAMP/11SS	COMP	
04142234	BLU	MERC	556 FOURTH AVENUE	CALL	
03345677	WHI	NISS	1234 APPLE VALLEY	CALL	
04141676	GRE	OLDS	456 RUPERT	COMP	
04143387	BLU	PLYM	1028 PRINCETONEET	COMP	
04140886	BRO	TOYO	234 LIVINGSTON WAY	COMP	▽

Search

224

Fig. 15



1624

Fig. 16

1602 ↑

1604 →

8091 →

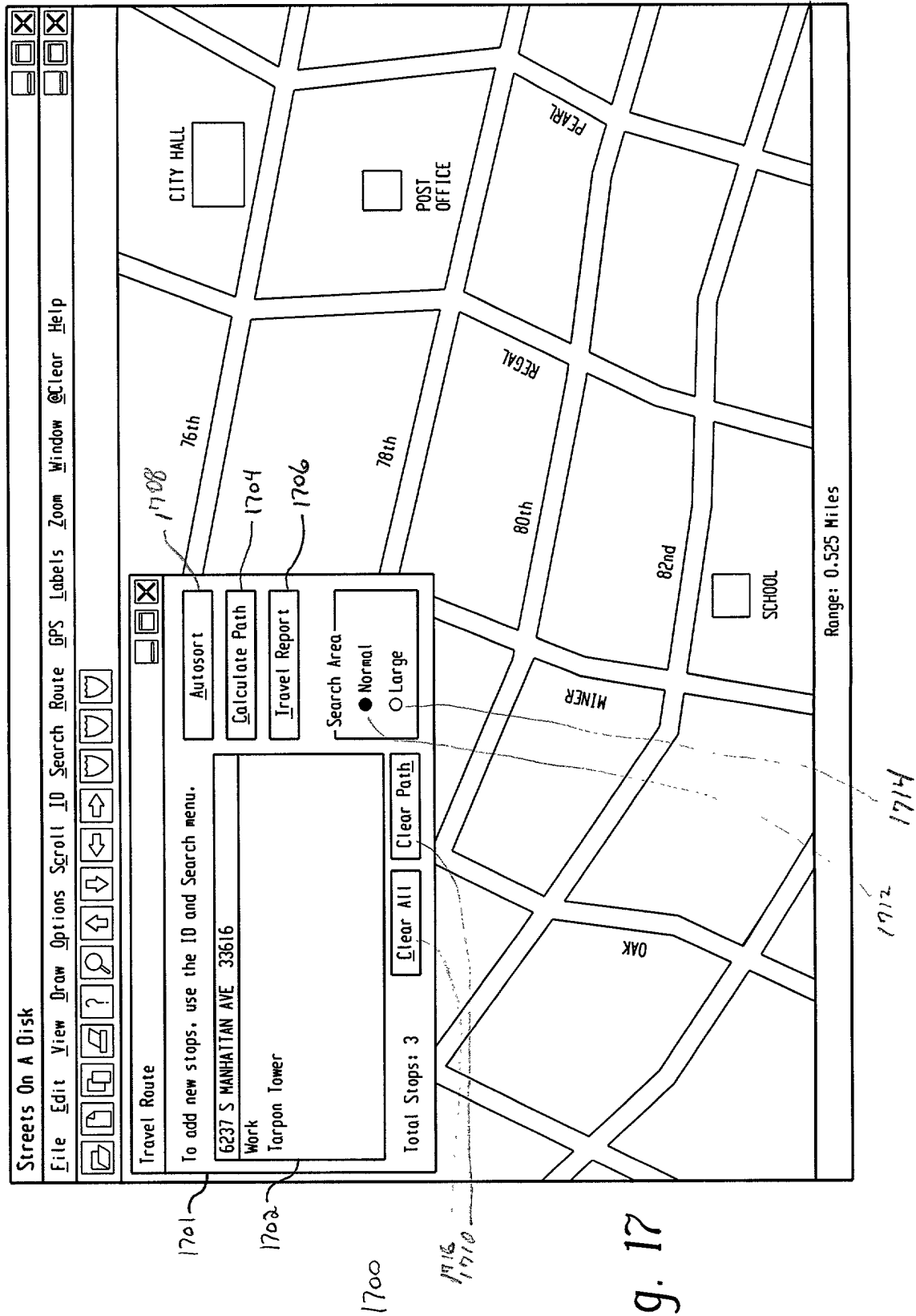


Fig. 17

2081

Fig. 18

1873

1808 1808

1822-

904

Fig. 19

2002

Fig. 20

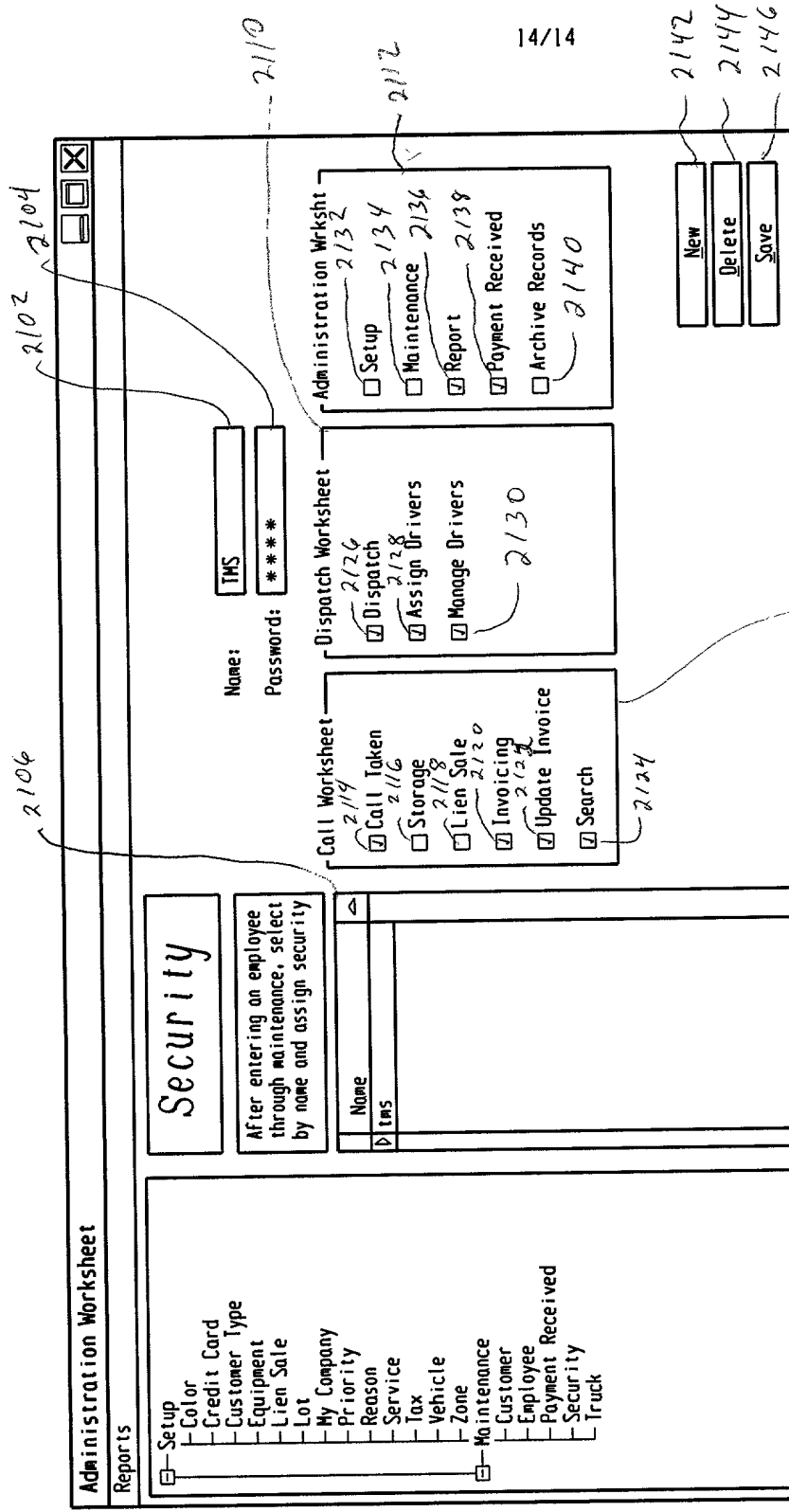


Fig. 21

2108